

Kristen Mueller

From: utilitybilling@uctx.gov
Sent: Tuesday, April 13, 2021 2:43 PM
To: idivitto@wm.com; ccox6@wm.com; customersrvc@wm.com
Cc: mflores2@wm.com; jcarrjr@wm.com; rramos13@wm.com
Subject: RE: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)

I appreciate it. Thank you all for quick assistance

Veronica Hernandez

Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711



From: Divittori, Isabella <idivitto@wm.com>
Sent: Tuesday, April 13, 2021 2:40 PM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Cox, Christopher <ccox6@wm.com>; Customer Svc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>
Subject: RE: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Ok, thank you for communicating with her. I appreciate your help.
We will get her picked up on Thursday.

Have a great afternoon!

Thank you,
BELLA DIVITTORI
Waste Management
Operations Specialist
idivitto@wm.com

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Tuesday, April 13, 2021 2:37 PM
To: Divittori, Isabella <divitto@wm.com>; Cox, Christopher <ccox6@wm.com>; Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>
Subject: RE: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)

Thank you. I am sorry, but I did tell her to leave the trash can out. I will reach out to her and let her know, her next garbage pick up will be on regular pick up, which it is Thursday/

Veronica Hernandez

Utilities Administrator
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Universal City, Tx 78148
210-659-0333 ext. 711



From: Divittori, Isabella <divitto@wm.com>
Sent: Tuesday, April 13, 2021 2:34 PM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Cox, Christopher <ccox6@wm.com>; Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>
Subject: RE: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)

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Hi Veronica,
Our driver just went by Ms Alvarez's home and there was no trash container out.

Thank you,
BELLA DIVITTORI
Waste Management
Operations Specialist
divitto@wm.com

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



From: Veronica Hernandez UTBillg <utilitybilling@uctx.gov>
Sent: Tuesday, April 13, 2021 10:12 AM
To: Divittori, Isabella <divitto@wm.com>; Cox, Christopher <ccox6@wm.com>; Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>
Subject: RE: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)
Importance: High

I called Ms. Alvarez, she did say she would put the trash can by the driveway and sidewalk. I explained to her it needs to be by curb/street area. Ms. Alvarez said she will make sure it is by curb/street moving forward. Thank you for the update. It helps to better communicate with the residence.

Veronica Hernandez

Utilities Administrator
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Universal City, Tx 78148
210-659-0333 ext. 711



From: Divittori, Isabella <divitto@wm.com>
Sent: Tuesday, April 13, 2021 10:01 AM
To: Cox, Christopher <ccox6@wm.com>; Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Veronica Hernandez UTBillg <utilitybilling@uctx.gov>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>
Subject: RE: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)

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Good morning everyone,

I spoke with the driver as to why the trash at this address was not picked up yesterday. The driver stated the can is typically up in the driveway/sidewalk area. The cans (both trash and recycle) need to be on the curb/street area please. The driver is working his way toward her street to do recycle collection as we speak.

I will have a different driver go by today to do a trash pick up as well.

Please request the customer have both trash and recycle cans on the curb/street area today and all pick up days moving forward.

Thank you,
BELLA DIVITTORI
Waste Management
Operations Specialist
divitto@wm.com

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4730 SE Loop 410
San Antonio, TX 78222



From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, April 13, 2021 9:33 AM
To: Customer Srvc Box <customersrv@wm.com>; Divittori, Isabella <divitto@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>
Subject: Re: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)

Good morning Veronica,

Thank you for sharing this for Ms. Alvarez.

@Public Sector: May we please issue an escalation on this customer concern?

@Operations: May we please collect Ms. Alvarez's garbage left at the curb [REDACTED] Guilford Forge Universal City, TX 78148)

Christopher M. Cox
Manager, Public Sector Solutions
SATX & RGV District Areas
ccox6@wm.com

Waste Management
[1777 NE Loop 410, Ste 1001](#)
[San Antonio, TX 78217](#)
Cell [210 772 6074](tel:2107726074)

On Apr 13, 2021, at 9:23 AM, Veronica Hernandez UTBlg <utilitybilling@uctx.gov> wrote:

<image001.gif>

Good morning,

Ms. Alvarez called yesterday 4/12/21, that once again her garbage was not picked up. She saw the Waste Management truck pick up her neighbor's trash and just passed by her house, even though the trash can was sitting out there. The last time this happen it was 01/11/21, ticket #97700. Ms. Alvarez has lived at this address since 02/04/2011 and I also checked the

Garbage Report list I sent to Mr. Mike Flores and Mr. Christopher Cox, and she is on the list. I did tell Ms. Alvarez to leave her garbage can out and hopefully WM will pick it up. Please advice.

Veronica Hernandez

Utilities Administrator
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Universal City, Tx 78148
210-659-0333 ext. 711
[<image002.jpg>](#)

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